

## UNITED HEALTHCARE OF RIVER VALLEY, INC.

The certificate of authority for Heritage National Health Plan, Inc. was issued on **6/20/95**

On **6/30/06 John Deere Health Plan, Inc.** changed its name to United HealthCare of River Valley, Inc.

On **8/10/99 Heritage National Health Plan Inc.** changed the name to John Deere Health Plan, Inc.

On **12/31/96 Heritage National Health Plan of TN, Inc.** (which was licensed on 2/24/1986) merged into this HMO.

### LOCAL ADDRESS:

408 North Cedar Bluff Rd. Suite 400 - Knoxville, TN 37923 - (800) 209-0034

### CORPORATE ADDRESS:

1300 River Dr., Suite 200 - Moline IL 61256 - (309) 765-1200

### WEBSITE ADDRESS:

<https://www.uhcrivervalley.com/>

### Service Area by County

**West Tennessee Area:** NONE

**Middle Tennessee Area:** Bedford, Cannon, Cheatham, Clay, Coffee, Cumberland, Davidson, DeKalb, Fentress, Franklin, Grundy, Jackson, Macon, Marion, Marshall, Moore, Montgomery, Overton, Pickett, Putnam, Robertson, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson and Wilson

**East Tennessee Area:** Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Clairborne, Cocke, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sevier, Sullivan, Unicoi, Union, and Washington

The Independent Review Organization used by this HMO is the MCMC, LLC

IRO APPEALS	Number Requested	Resolved	Resolved
		in favor of member	in favor of HMO
year ending 12/31/2005	3	0	3
year ending 12/31/2004	1	1	0
year ending 12/31/2003	0	0	0
year ending 12/31/2002	1	0	1
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

### John Deere Health Plan Customer Service

If you have a complaint, please contact your JDHP HMO at 1-800-247-9110 or call your local office

## HMO GRIEVANCE STATISTICS

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2005

of the grievances reported **49%** were resolved successfully  
of the grievances reported **51%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	235	106	106	43	63
2) claim payment/amount of payment	161	37	37	14	23
3) contract terms and conditions	159	68	68	51	17
4) other	145	9	9	4	5
<b>TOTAL</b>	<b>700</b>	<b>220</b>	<b>220</b>	<b>112</b>	<b>108</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2004**

of the grievances reported **39%** were resolved successfully  
of the grievances reported **61%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	337	38	38	29	9
2) claim payment/amount of payment	360	27	27	13	14
3) contract terms and conditions	455	187	187	119	68
4) other	304	18	18	5	13
<b>TOTAL</b>	<b>1456</b>	<b>270</b>	<b>270</b>	<b>166</b>	<b>104</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2003**

of the grievances reported **38%** were resolved successfully  
of the grievances reported **62%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	246	28	28	19	9
2) claim payment/amount of payment	221	31	31	14	17
3) contract terms and conditions	370	114	114	74	40
4) other	237	2	2	1	1
<b>TOTAL</b>	<b>1074</b>	<b>175</b>	<b>175</b>	<b>108</b>	<b>67</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2002**

of the grievances reported **59%** were resolved successfully  
of the grievances reported **41%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	141	23	23	11	12
2) claim payment/amount of payment	334	63	63	21	42
3) contract terms and conditions	215	22	22	12	10
4) other	156	0	0	0	0
<b>TOTAL</b>	<b>846</b>	<b>108</b>	<b>108</b>	<b>44</b>	<b>64</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2001**

of the grievances reported **83%** were resolved successfully  
of the grievances reported **17%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	69	22	22	17	15
2) claim payment/amount of payment	102	67	67	11	56
3) contract terms and conditions	87	36	36	4	32
4) other	107	6	6	0	6
<b>TOTAL</b>	<b>365</b>	<b>131</b>	<b>131</b>	<b>22</b>	<b>109</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2000**

of the grievances reported **64%** were resolved successfully  
of the grievances reported **36%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	89	17	17	7	10
2) claim payment/amount of payment	22	33	33	4	29
3) contract terms and conditions	40	26	26	16	10

4) other	86	0	0	0	0
<b>TOTAL</b>	<b>237</b>	<b>76</b>	<b>76</b>	<b>27</b>	<b>49</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1999** of the grievances reported **58%** were resolved successfully  
of the grievances reported **42%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	58	0	0	0	0
2) claim payment/amount of payment	19	30	30	8	22
3) contract terms and conditions	41	22	22	14	8
4) other	23	0	0	0	0
<b>TOTAL</b>	<b>141</b>	<b>52</b>	<b>52</b>	<b>22</b>	<b>30</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1998** of the grievances reported **36%** were resolved successfully  
of the grievances reported **64%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	41	7	7	5	2
2) claim payment/amount of payment	6	14	14	8	6
3) contract terms and conditions	28	1	1	1	0
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>75</b>	<b>22</b>	<b>22</b>	<b>14</b>	<b>8</b>

**PLEASE NOTE:** an adverse decision indicates the decision was against member, not that the HMO was incorrect  
a successful resolution means the grievance was resolved to the members satisfaction

## 10 YEAR MEMBER ENROLLMENT STATISTICS - TENNESSEE

<b>Year</b>	<b>Individual Members</b>	<b>Medicare members</b>	<b>Group members</b>	<b>Number groups</b>	<b>TOTAL members</b>	<b>Average Annual</b>
ending 12/31/05	1	18,090	36,892	1,694	54,983	
ending 12/31/04	0	17,980	158,956	1,774	176,936	
ending 12/31/03	2	17,536	59,160	1,561	76,728	
ending 12/31/02	0	14,926	31,894	1,163	46,820	
ending 12/31/01	5	13,912	30,990	1,029	44,902	
ending 12/31/00	0	13,165	80,238	N/A	93,403	86,061
ending 12/31/99	0	8,342	72,357	N/A	81,275	78,719
ending 12/31/98	0	6,342	71,193	N/A	77,535	131,057
ending 12/31/97	0	1,335	97,617	N/A	98,952	98,952
ending 12/31/96	0	0	49,383	N/A	49,838	90,957
ending 12/31/95	0	0	77,251	N/A	77,251	78,075
ending 12/31/94	0	0	68,207	N/A	68,207	81,181

N/A means the information was not available